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1994

Family Services

OF HAMILTON - WENTWORTH INC.

ANNUAL REPORT

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International Year of the Family

Année internationale de la famille

1994

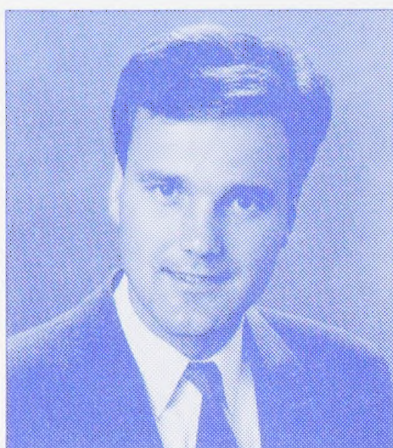
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ANNUAL MESSAGE

from the President



What can be said about 1993-94? Truly these are difficult times. The recession and other factors have directly effected the resources of the government and have resulted in cost control measures such as the Social Contract, and others, that impact directly on our agency. The shrinkage of resources available to the agency is compounded by the fact the need for our services varies inversely with the economy. As resources become more scarce the need for our services increases.

Agency staff and the Board of Directors have risen to the day-to-day challenge of operating and governing the agency throughout the year, and I personally thank each of you for your efforts. I am particularly pleased to note the progress that has been made throughout the year on a number of long-range initiatives. In October of 1993, we celebrated the official opening of our Northcrest Youth Centre, culminating five years of planning and effort. The Board of Directors is deeply appreciative of the sustained efforts of agency staff and the continued support of the Ministry of Community and Social Services in this significant project.

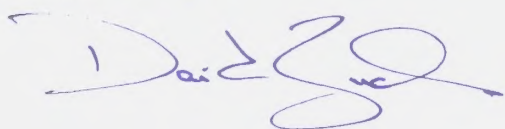
The board has continued with reorganizing the way the board governs. The Policy Governance Model was adopted in February, 1993, and great strides have been made over the last year in the implementation of this model.

1993-94 marks the end of an era. Dr. Martin Johns will be retiring from the Board of Directors after 25 years of service. “Outstanding” is a word that is used too often today, but in Martin’s case his efforts and achievements, not only at Family Services, but in our community and abroad, have been truly outstanding. I am a richer person for having the opportunity to know and work with Martin. Thank you, Martin.

The future: I firmly believe the agency is in good hands with our incoming President, Sheila Sammon. Sheila has already made significant contributions to Family Services, first as a staff member and more recently as a board member. I look forward to working with her in her new role in the future.

I have enjoyed my two years as President of the agency and I thank all staff, the Executive Director and all of the board members I have had the privilege to work with for all the memorable experiences I have had with Family Services.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Dave Zych", with a stylized flourish at the end.

Dave Zych,
President

ANNUAL MESSAGE

from the Executive Director



Annual general meetings are like a corporate birthday party. We have much to celebrate despite arduous times.

1993-94 service data show significant increases in service volume. Service outcome evaluation by 1,581 clients at close of service indicates that 68% rated their service as wholly or partially successful. Our part in planning and co-hosting the Family Service Canada 1993 Annual Conference was a significant achievement. The formal opening of Northcrest Youth Centre in October was impressive. Other noteworthy accomplishments are documented in the program information reports. It is remarkable that so much was accomplished under the staccato of stressful conditions related to resource shortages and the downsizing of our management structure. Two thumbs up for our managers and staff for “all the above!”

There has been voluminous public debate recently about the meaning of “family.” Family Service Canada believes that the family defies definition. Family Service America, however, has courageously adopted the following definition:

A family consists of two or more people, whether living together or apart, related by blood, marriage, adoption or commitment to care for one another.

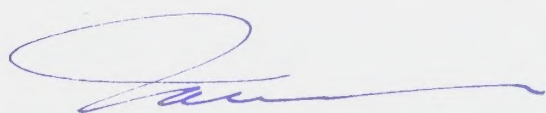
This definition provides a cogent reminder, as does our own Mission Statement, that family structures evolve and that, historically and contemporaneously, the

so-called traditional family is only one form of family (and a minority form at that). Attempts to restrict “family” to a narrow definition appear to reflect wish-fulfillment based on nostalgia.

As a new millennium rushes at us, we face several short- and long-term challenges. Short-term challenges include how to maintain services, and fairness to employees, under terms of the Province’s expenditure control plan and various laws concerning social contract, pay equity, employment equity, occupational health and safety, Mental Health Reform, and Long-term Care Redirection. Longer-term challenges pose prodigious questions, a few of which are: What kinds of services will be relevant and affordable? How will we structure those services? Who will have access to our services? Into what new coalitions will we enter? What skill-sets will we need?

Many challenges face the board specifically. They all can be addressed in context of the question, “What good, for what people, at what cost?” The board’s answers to that seminal question will provide a template for our response to the questions in the preceding paragraph. As “scary” and challenging as this process may be, both for board and for staff, that the board is initiating it now is itself worthy of celebration. Happy birthday, Family Services!

Respectfully,

A handwritten signature in blue ink, appearing to read "John A. Vedell", with a large, stylized loop at the beginning and a long, horizontal flourish extending to the right.

John A. Vedell
Executive Director

BOARD OF DIRECTORS AND OFFICERS 1993/94

OFFICERS

President.....	David Zych
Vice-President.....	Sheila Sammon
Past-President	Frank Boutzis
Secretary	John A. Vedell
Honourary Secretary	Ingrid Spence

DIRECTORS

Vish Bagal	Robert Rogers*
Cynthia Campling	Lesley Russell
Sondra Cornett	Rosemary Russell
Dr. Laurie Cragg	Zaki Ullah
Dr. Martin Johns	

BOARD COMMITTEES

Nominating & By-Law Committee.....	Rosemary Russell
Fundraising Committee	Frank Boutzis

*Resigned during term of office

CONDENSED FINANCIAL OPERATING STATEMENT

INCOME	1992/93	1993/94
Government Sources	3,310,906	3,245,398
United Way	500,196	490,199
Fees for Service	381,012	512,734
Donations/Fundraising	192,681	216,896
Other	36,052	20,093
TOTALS	4,420,847	4,485,320

EXPENDITURES

Personnel Costs	3,377,448	3,434,077
Occupancy	580,974	614,365
Transportation	79,607	81,657
All Others	440,779	513,516
TOTAL	4,477,819	4,643,615
SURPLUS/(DEFICIT)	(56,972)	(*158,295)

*The operating statement represents the revenue and expenses associated with the agency, including net expenses of \$49,692, the majority of which relate to the purchase of furniture and fixtures for the Northcrest Youth Residence; expenses of \$42,808 related to fund raising costs incurred for the Northcrest Capital Campaign; and, the writedown of the Receiving & Assessment Centre (Webber Street property) of \$53, 573, for a total of \$146,073. **The net operating deficit, therefore, is (\$12,222).**

NOTE: The above data is drawn from detailed financial statements audited by Coopers and Lybrand. The complete audited financial statements are available upon request.

S E R V I C E P R O V I D E D

(BRIEF SUMMARY)

Units of Service reported in hours unless otherwise specified

	1992/93	1993/94
TOTAL NUMBER OF FAMILIES SERVED	2,576	2,701
TOTAL NUMBER OF CLIENTS SERVED	3,802	4,051
COUNSELLING SERVICES		
Individual, Couple, Family Counselling	4,591	5,757
Dundas Family Medical Group	215	201
Woman Abuse and Child Witness	1,756	3,477
United Way Demonstration Project	N/A	111
Total Hours of Service	6,562	9,546
EMPLOYEE ASSISTANCE PROGRAM	2,183	2,862
HOME SUPPORT SERVICES FOR THE ELDERLY		
Program Coordinator	429	504
Volunteer Contact with Clients	4,655	3,489
FAMILY LIFE PROGRAM		
Parent Groups-Client/Group Sessions	1,420	1,309
Pre-school - Half Days	9,659	9,198
CREDIT COUNSELLING PROGRAM - cases		
Credit/Budget Counselling	1,306	1329
Bankruptcy Group Services	N/A	236
YOUTH RESIDENCE-resident days	3,011	2,886
PUBLIC EDUCATION, TRAINING, COMMUNITY SERVICES		
(Services to individuals, groups and institutions in the community)		
Indiv., Couple, Family Counselling Services	573	461
Woman Abuse and Child Witness	334	246
United Way Demonstration Project	N/A	35
Employee Assistance Program	351	479
Aubrey Jones	475	470
Home Support Services for the Elderly	433	531
Family Life Program	302	214
Credit Counselling	321	598
Youth Residence	347	256
Other	158	237
Total this section	3,276	3,527

PROGRAM INFORMATION AND HIGHLIGHTS

COUNSELLING SERVICES

The past year brought with it changes in management and supervisory personnel which prompted the undertaking of both long-term strategic and short-term planning processes regarding the various streams of service in this program. Our planning and evaluation processes continue, and implementation of some goals has begun. Despite much change, services to our clients have increased. Our service to Spanish speaking families continues to be well appreciated in the community. We have also initiated two projects. Collaboratively with the Alcohol and Drug Assessment Service, one of our projects is pioneering group counselling services for women who are both addicted and who are sexual abuse survivors. That project will produce a manual for group facilitators, available in August 1994. The second venture is the development of a training program for facilitators of woman abuse groups.

As the new manager of Counselling Services, I look forward to planning and working together with, and to learning from, this program's highly skilled professionals who are strongly committed to client service.

—Anna Allevato, Manager

CREDIT COUNSELLING PROGRAM

New Services Added...

In 1993-94 we added bankruptcy counselling services to assist bankrupt individuals and families develop new skills in coping with life after bankruptcy. To date we have service agreements with three major trustee firms representing nearly two-thirds of all the consumer insolvency business in our area. We also initiated a Volunteer Money Management Program which, by the end of 1994-95, should be fully operational.

Service, Service, Service...

Direct service levels increased 25% from a year ago. Creditor donations exceeded budgeted numbers by \$35,000 (a 24% increase). We had another record year for disbursements (\$1.25 million): that's one and one-quarter million sighs of relief from our clients, that's one and one-quarter million dreams that are nearer to being realised, that's one and one-quarter million fears that have been undone for families whose children now notice that mom and dad are walking a little lighter.

—Art McLean, Manager

EMPLOYEE ASSISTANCE SERVICES

In spite of escalating competition and shrinking resources our Employee Assistance Services enjoyed significant growth in 1993-94 with the acquisition of three more contracts, including one with a major industrial player in our community—Dofasco. We can proudly say that our agency is one of the largest providers of employee assistance services in our area. Our corporate client list, locally, numbers eighteen, and represents over twenty thousand employees working in service, education, government, industrial and professional sectors in our community. Our success last year included the design and delivery of two major workshops: “Coping with Job Loss,” for groups of employees facing layoff, and “Coping with the Stresses of Restructuring,” for survivors of layoff and downsizing. The latter workshop was primarily for managers, supervisors, and human resource and medical personnel.

In the face of many changes, the competition, and the pace, I have had the privilege to work with some of the most professional, expert, committed, and supportive staff members I have ever known. Hats off to all of you, and thank you.

—Anna Allevato, Manager

FAMILY LIFE PROGRAM

The Family Life Program of Family Services of Hamilton-Wentworth Inc. views the family as a whole unit and provides support to both parent and child. The program consists of a daily program for the children five half-days a week, parent participation in the classroom, and parent participation in support groups led by clinical therapists. Licensing allows accommodation of some children with special developmental needs. Transportation is usually provided. Infant and toddler care is provided for parents in attendance. Staffing includes a Preschool Program Supervisor, Early Childhood Educators, trained Preschool Teachers, Clinical Therapists, Toy Librarian and a Resource Teacher. The Family Life Program is actively participating in the development of a joint service project for families with special needs children (with St. Matthew’s House, the Preschool Coop Council, and Hamilton Association for Community Living). The project, funded by the Ministry of Community and Social Services, will extend the program’s social work services further into the community.

—Terry Henry, Manager

HOME SUPPORT SERVICES PROGRAM FOR SENIORS

Seventy-five volunteers contributed nearly 3,500 hours to help make the quality of life of numerous seniors in our community better. According to our client-seniors' testimony, that means having a friend; having someone with whom to talk things over and with whom to spend leisure time; and, having available to them a reliable person who cares. Our volunteers are very special people and we thank them heartily and sincerely for their time and for caring.

Program staff have also been involved, to the extent possible, in responding to and participating in community initiatives related to Long Term Care Redirection.

—Anna Allevato, Manager

NORTHCREST YOUTH CENTRE

Family Services has built a Children's Residential Treatment Centre. Northcrest Youth Centre is an 11,000 square foot facility located on the corner of Old Brock Road and Collinson Road in Flamborough, Ontario. It includes living facilities for twelve children ranging in age from 12 to 16. The facility has a kitchen, bedrooms, dining room, rooms for recreation and arts & crafts, staff offices, interview rooms, and a classroom. In addition, the existing farmhouse has been renovated and refinished to match the outward appearance of the Residence. Exterior use of the grounds includes garden plots and a playground. Some areas will be developed for sports activities.

The children's programs are developed and implemented by professional Child & Youth Care staff members and by clinical supervisors. If the child has a counsellor or therapist from another agency, that person is invited to be part of the child's service team. Children coming into Northcrest are in the care of a local Children's Aid Society.

—Terry Henry, Manager

FAMILY SERVICES STAFF

MANAGEMENT TEAM

Executive Director	John A. Vedell
Mgr. of Counselling and Contract Services	Anna Allevato
Mgr. of Credit Counselling and Financial Services	Art McLean
Mgr. of Child and Youth Services	Terry Henry
Mgr. of Counselling Services	Joanne Tee ¹
Community Information Coordinator.....	Karen Smith ²

STAFF³

Lori-Ann Alleyne-Millette	Rosemary Marchio
Carron Barbas	Kelsey Mason
Lynn Barclay	Elaine McLachlan
Susan Beermann	Carol Melnick
Stephanie Bissell	Mary Mills
Pauline Blancher	Terry Oldroyd
Carolyn Bocking	Janet Paterson
Bonnie Botterill	Marne Paterson
Catherine Boyle	Geoffrey Reekie
Evelyn Camargo	Rita Roch
Frances Charron	Marian Schorr
Pat Coward	Cheryl Schure
Patricia Crane	Terry Schwendiman
Shena Ehler	Mary Smee
Petra Elliott	Joyce Smith
Margaret Emmons	June Smith
Debra Enright	Elizabeth Snyder
Debbie Ertsinian	Ingrid Spence
Stephen Fisches	Valerie Spironello
Janet Fletcher	Veronica Taylor
Nicolina Franco	Kamal TenBrinke
Cobi Gilmour-Baiton	Steve TenBrinke
Wanda Harmon	Nancy Tennant
Jane Howard	Janna Thomson
Brenda Johnson	Jane Vock
Denise Jones	Barb Waitzman-Kuhn
Ruthanne Karges-Downs	Maria Weimer
Wendy Kay	Susan Wendt
Dan Keeley	Heidi Wiethe
Knight, Mary	Rosemary Westbury
Rosemary Langlais	Joan White
Leah LaRiviere	Patricia Whitman
Mary Long	Paul Williams
Rosemary MacDonald	Sarah Williams
Joan MacRae	

¹ Resigned during year; position retired

² Resigned during year

³ Full-time and part-time staff complement as of May 31, 1994

FAMILY SERVICES

MEMBERS / DONORS 1993 / 94

ACTIVE MEMBERS

Bagal, Vish
 Berti, Norma
 Crane, Pat
 Darwen, Rob
 Davidson, Bob
 Enkin, Larry
 Gillespie, Duncan
 Harmon, Wanda
 Honsinger, Rev.K.
 Jeffrey, Beatrice
 Karambelas, Soula
 Mackenzie, Bob
 McCombe, Peggy
 McFadden, Lorraine

Mills, Mary
 Pennock, Mike
 Russell, Rosemary
 Sammon, Sheila
 Sanders, Alison
 Schure, Cheryl
 Searle, Russell
 Spence, Ingrid
 Sprung, Dr. D.W.
 Van Schyndel, Trudy
 Wall, Janice
 Whitman, Pat
 Young, Evelyn

SUSTAINING MEMBERS

Browne, Dr. Gina
 Cannon, Mrs. D.
 Cragg, Jean
 Cragg, Dr. Laurie

McNairn, Robert
 Varah, Bob
 Vedell, John
 Zych, David

ORGANIZATIONAL MEMBERS

Interval House
 Children's Aid Society
 Sisters of St. Joseph's

Vincent Drake Ent.
 Women's Centre

DONATIONS

Amex Bank of Canada
 Anderson, Mike
 Aston, Geoff
 Avco
 Bank of Montreal
 Bank of Nova Scotia
 Beneficial Canada
 Berti, Norma
 Bowlby, Anne
 C.I.B.C.
 Campbell, Gary
 Canada Trust
 Canadian Tire
 Cannon, Alice
 Citibank
 Cragg, J.&L.
 Darwen, Robert
 Denov, Celia
 Eaton's Credit Office
 Enkin, Mr. & Mrs. L.
 Gill, Ted
 Honk Kong Bank
 Household Finance
 Hovorka, M.
 Howe, Heather
 Hudson's Bay Col, Zellers, Simpsons
 Johns, Dr. Martin
 Juhlke-Ongaro, Susan
 Kiwanis Club of Ham. - Central
 Laurentian Bank

Liddycoat, A.G.
 Mackenzie, Robert
 McCulloch, Irene
 McGee, Frank
 Morton, Donna
 National Bank
 Nauman, Mr. & Mrs.
 Novakovich, Linda
 Pennock, Mike
 Petro Canada
 Planned Parenthood
 Preston, Marilyn
 Rockel, Bruce & Barb
 Royal Bank
 Royal Trust
 Russell, Rosemary
 Sears
 Sprung, Dr. D.W.
 Superior Acceptance
 T.D. Bank
 Totok, Cynthia
 Trans Canada Credit
 Van Der Mark, John
 Vaughn, Lloyd
 Vincent Drake Ent.
 Zingaro, Vince

Memberships as of June 10, 1994

LIFE MEMBERS

Cannon, Don*
Cornett, Sondra
Enkin, Larry
Gue, Fern
Johns, Dr. Martin

McCorquodale, Barry
Price, Leon
Rogers, Canon Joe
Spencer, Mel
Vallance, Marilyn*

*Deceased

MISSION STATEMENT

Family Services of Hamilton-Wentworth Incorporated is a not-for-profit agency that provides a variety of professional counselling services to families and individuals within the Regional Municipality of Hamilton-Wentworth. It is committed to the systematic identification of needs for services in the community and, in cooperation with other care providers, planning organizations and funding bodies, to the development of coordinated and effective service programs.

The agency is aware of the continuing evolution of the family in both form and function within our society. In planning and operating program responses to this force of change, the agency recognizes that the concept of "family" includes a wide variety of important networks of intimate and significant relations within the individual's life cycle.

—Excerpt from "Agency Mission and Objectives"—

Member Agency of:

ONTARIO ASSOCIATION OF CREDIT COUNSELLING SERVICES
UNITED WAY OF BURLINGTON, HAMILTON-WENTWORTH
ONTARIO HOME SUPPORT SERVICES ASSOCIATION
CANADIAN COUNCIL ON SOCIAL DEVELOPMENT
FAMILY SERVICE ONTARIO
FAMILY SERVICE CANADA
ONTCHILD

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